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# APPLICATIONS MAINTENANCE MANAGEMENT

A Presentation To  
CSA Outsourcing Group  
3 March 1993

Researched by  
INPUT  
17 Hill Street  
London W18 7FB  
United Kingdom

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**Outsourcing Information Systems  
Programme—Europe**  
(OSP)

***Applications Maintenance Management  
Presentation to CSA Outsourcing Group***

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# Applications Maintenance Management

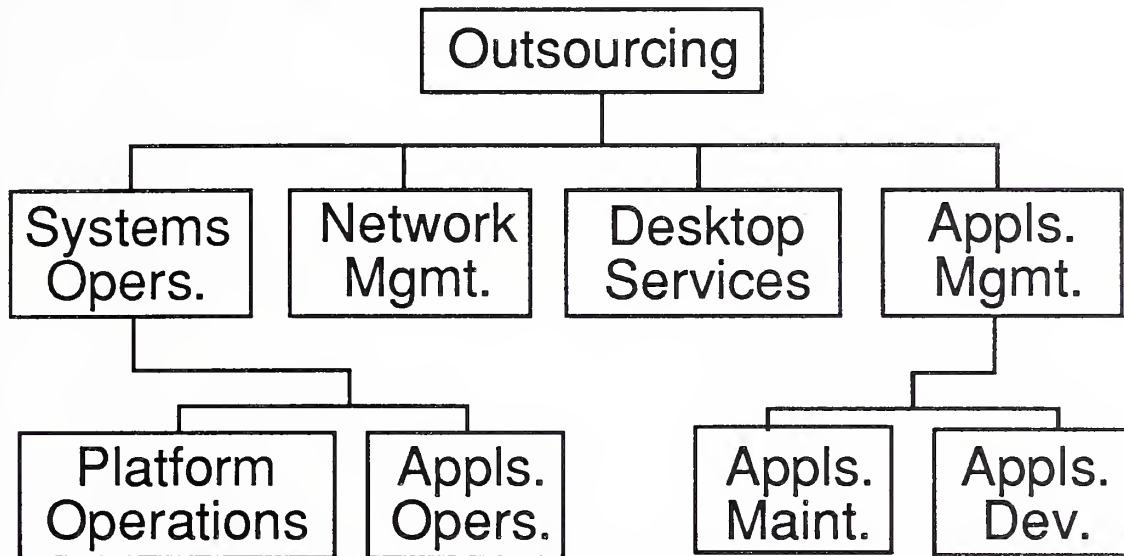
E-OU-72

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Notes



# Scope of Outsourcing



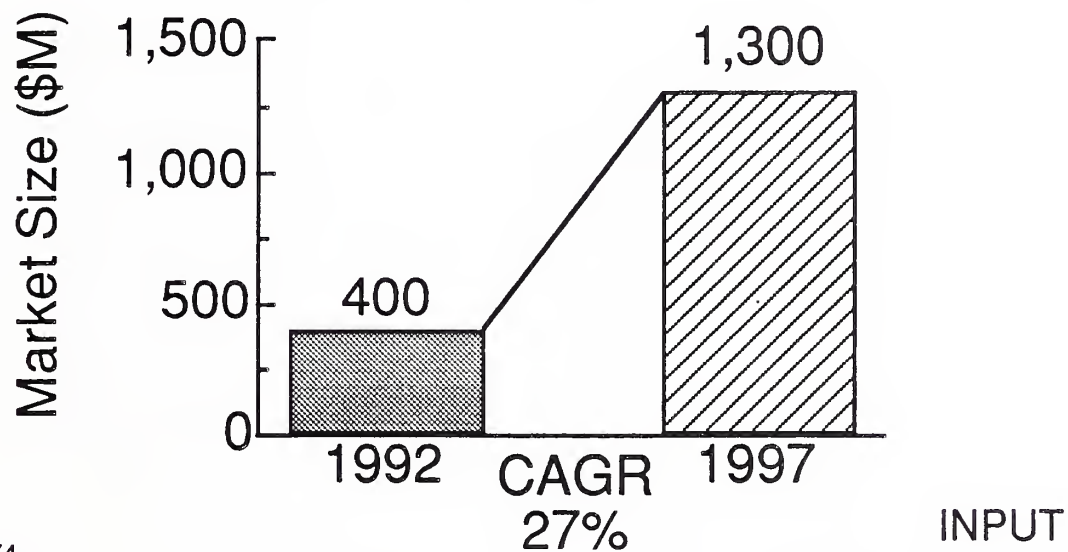
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E-OU-73

Notes



# Applications Maintenance Management, Europe



E-OU-74

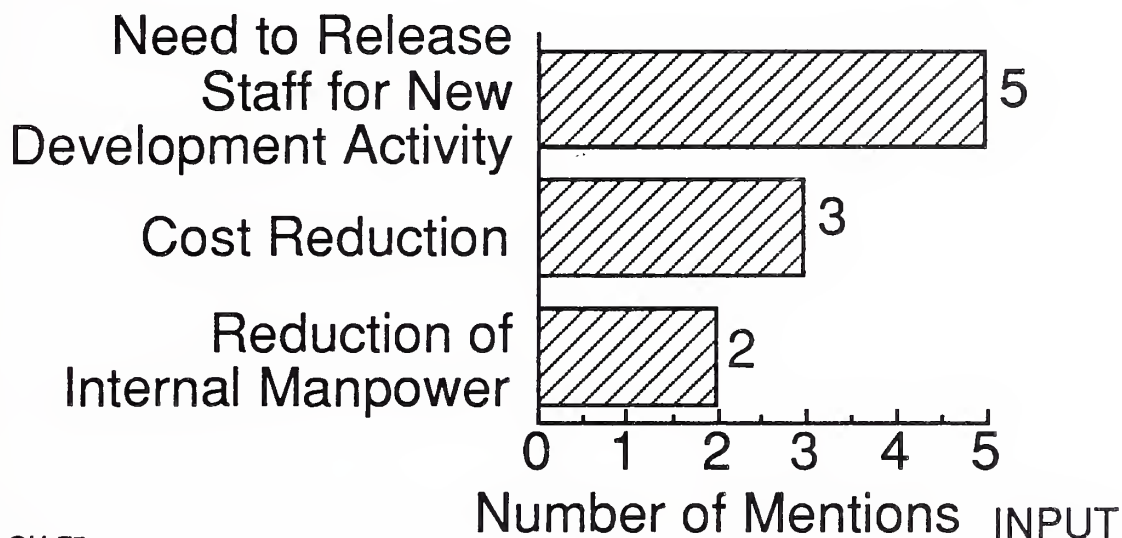
## Notes







# Reasons for Adopting Application Maintenance Mgmt.



E-OU-75

## Notes

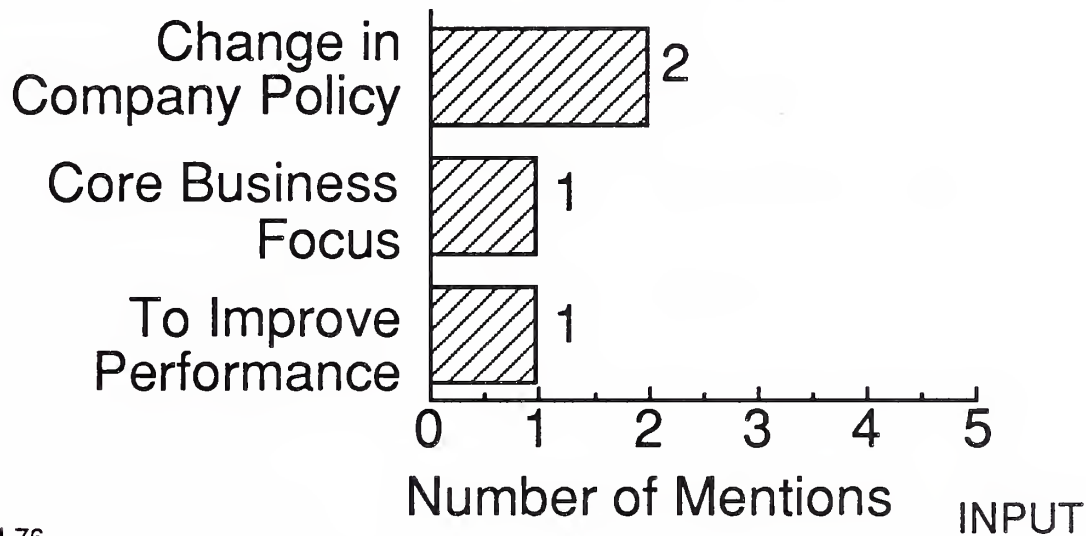
Sample of 15 users



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# Reasons for Adopting Application Maintenance Mgmt.



E-OU-76

## Notes

Sample of 15 users



# Profile of Typical Application Maintenance Mgmt. Contract

- Value \$2 million over three years
- Covers all commercial applications
- Cobol predominant language used
- Users highly satisfied

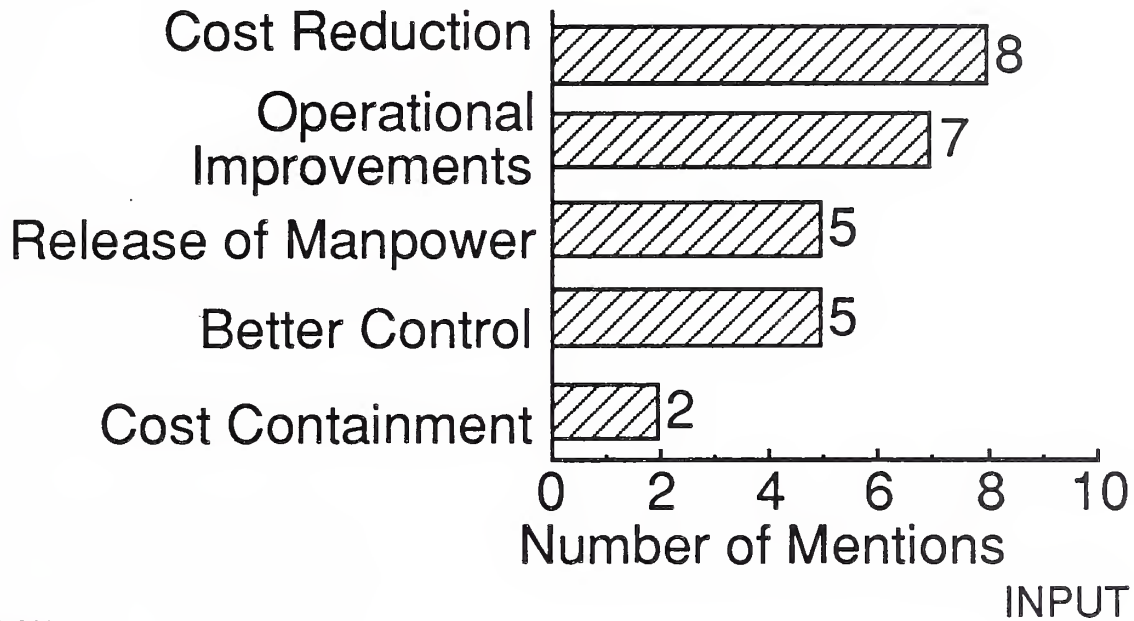
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E-OU-77

Notes



# Benefits Achieved



E-OU-78

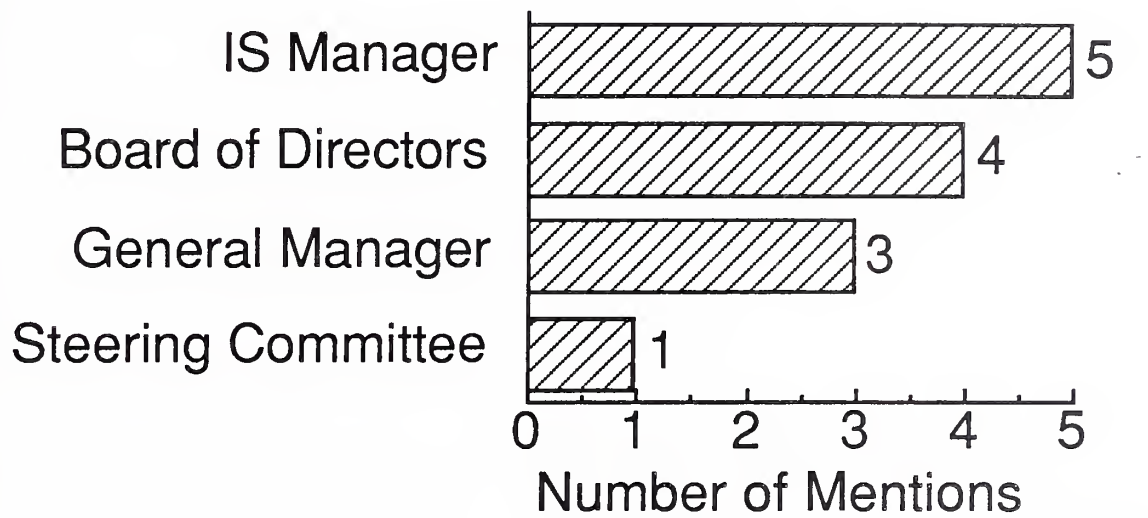
## Notes

Sample of 14 users





# Key Decision Makers



E-OU-79

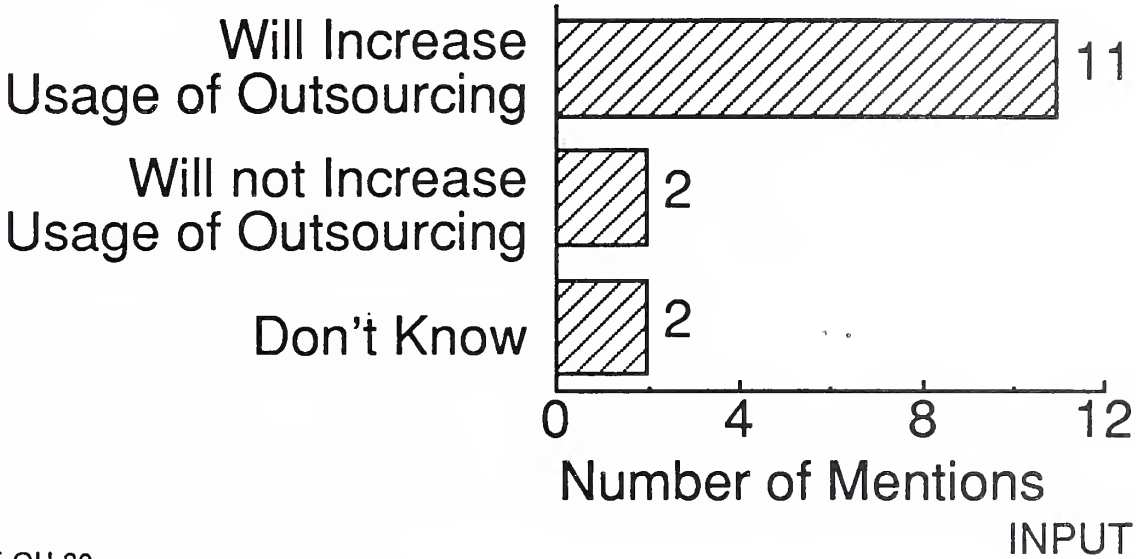
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## Notes

Sample of 13 users



# Future Outsourcing Intentions



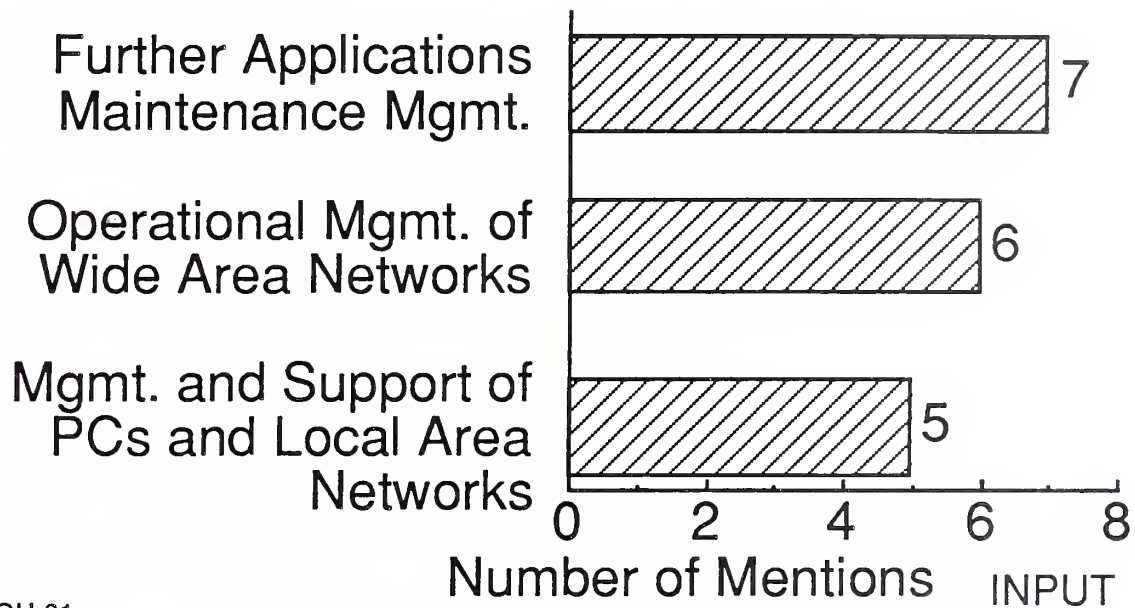
E-OU-80

## Notes

Sample of 15 users



# Future Outsourcing Intentions



E-OU-81

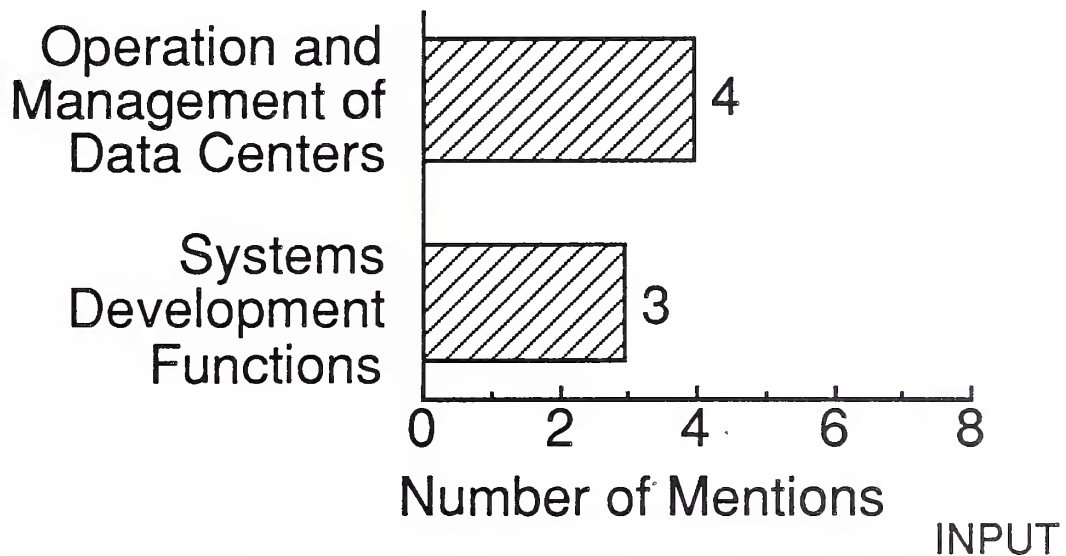
## Notes

Sample of 14 users





# Future Outsourcing Intentions



E-OU-82

## Notes

Sample of 14 users





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*Analysis of Information Services, Software, and Systems Maintenance Markets  
5-year Forecasts, Competitive and Trend Analysis*

- 15 Vertical Markets
- 9 Categories of Software and Services
- 7 Cross-Industry Markets
- The Worldwide Market (30 countries)

### ***U.S. FOCUSED PROGRAMS***

- Outsourcing (vendor and user)
- Downsizing (vendor and user)
- Systems Integration
- EDI and Electronic Commerce
- IT Vendor Analysis
- U.S. Federal Government IT Procurements

### ***EUROPEAN FOCUSED PROGRAMS***

- Outsourcing (vendor and user)
- Downsizing (vendor and user)
- Systems Integration
- Corporate Networks
- Customer Services

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**San Francisco** — 1280 Villa Street  
Mountain View, CA 94041-1194  
Tel. (415) 961-3300 Fax (415) 961-3966

**New York** — 400 Frank W. Burr Blvd.  
Teaneck, NJ 07666  
Tel. (201) 801-0050 Fax (201) 801-0441

**Washington, D.C.** — 1953 Gallows Road,  
Suite 560  
Vienna, VA 22182  
Tel. (703) 847-6870 Fax (703) 847-6872

**London** — 17 Hill Street  
London W1X 7FB, England  
Tel. +71 493-9335 Fax +71 629-0179

**Paris** — 24, avenue du Recteur Poincaré  
75016 Paris, France  
Tel. +1 46 47 65 65 Fax +1 46 47 69 50

**Frankfurt** — Sudetenstrasse 9  
W-6306 Langgöns-Niederkleen, Germany  
Tel. + 6447-7229 Fax +6447-7327

**Tokyo** — Saida Building, 4-6  
Kanda Sakuma-cho, Chiyoda-ku, Tokyo 101, Japan  
Tel. +3 3864-0531 Fax +3 3864-4114